

Abstract

An object of the present invention is to realize a natural dialogue with a system having a simple configuration. The dialogue processing system of the present invention to perform a dialogue with a user, comprises: a plurality of slots (slot 11), wherein each of the slots is a storage area storing a preset information item (for example, boarding date, departure point, destination, or flight name) that are required to achieve the purpose of the dialogue with the user (for example, an airline ticket reservation); an analyzer (the speech details analyzer 19) for extracting information corresponding to the information items from information (for example, free sentence entered in natural language) entered by the user in the dialogue and for storing the extracted information in the slot for that information item; and a response processor (the dialogue processor 21) for outputting response information (a sentence prompting the input of insufficient information) to the user in accordance with information storage state of the slots.